

Licensing Services- Service Delivery Plan 2015/2016

Overview of Licensing Services

The Council's Licensing Team is based within the Environmental Services Department. Licensing is a statutory function and its primary aim is the safety, well-being and protection of the general public. Duties include inspection and enforcement to ensure compliance with licensing conditions and legislative requirements, offering advice, guidance, as well as the administrative functions of processing and issuing licenses.

Staffing Structure

The Licensing Team consists of 3 full time members of staff:

Licensing	Officer	F.T.E	Contract
Senior Licensing Officer	Stewart Broome	37	Permanent
Licensing Officer (Enforcement)	Lin Bagwell	37	Permanent
Licensing Administration Officer	Caroline Littleboy	37	Permanent

The Licensing Team cover a diverse range of licensed premises and activities.

The cost of the Service £92,125

Their work includes:

- Ensuring all licence type applications received are processed and issued within statutory timescales.
- Ensuring fees are received for each licence type for applications, renewals and annual fees.
- Ensuring allegations and complaints made to the Council in connection with licensable activities are investigated and appropriate action is taken.
- Taking appropriate enforcement action in relation to breaches of licence conditions and statutory duties.
- Preparing and presenting reports for both Licensing Committee and Licensing Sub-Committee hearings.
- Offer support and guidance to applicants, licensees and members of the public
- Working in partnership with the responsible authorities and other relevant organisations to protect public safety.
- Formulation of policies and procedures and reviewing conditions of licences.

The Licensing Administration Officer duties are:

- To process, validate (where required) and issue new and renewal permits, licences and registrations (including renewals) made to the Council within statutory timescales and relevant procedures.
- To operate, maintain and develop computerised licensing systems for all licence types, monitoring expiry and renewal dates, ensuring that relevant reminders are sent out at appropriate times and forwarding any non payments to the Council's Legal Department for recovery within set timescales.
- To maintain appropriate public registers relating to all licensing functions and respond to requests from the public for access to information.
- To operate the system of UK driving licence checks with the DVLA whilst ensuring that there are sufficient funds maintained in the Council's personal account for this service.
- To co-ordinate and organise mandatory knowledge test sessions that are required as part of the licensed driver application process.

The following table provides numbers of live licences:

Type of License	Number
Licensing Act 2003 Premises Licences	310
Animal Premises Licences	38
Small Society Lottery Registrations	105
Gambling Act 2005 Premises Licences	5
Personal Licences	774
Street Trading Licences	3
Taxi Driver Licences	171
Private Hire Operator Licences	21
Taxi Vehicle Licences	149
Total	1576

Forward Planning for Councillors

Proposed date of decision	Item	Service Area	Service Delivery Champion	Committee
June 2015	Review of home boarding conditions	Licensing	Cllr Sue Austin	Licensing
March 2016	Proposed fees and charges	Licensing	Cllr Sue Austin	Licensing
March 2016	Review of street trading policy	Licensing	Cllr Sue Austin	Licensing
July 2015	Implementation of taxi Licensing Deregulation Measures	Licensing	Cllr Sue Austin	Licensing
July 2015	Licensing Act policy review consultation	Licensing	Cllr Sue Austin	Licensing
July 2015	Gambling Act Policy review Consultation	Licensing	Cllr Sue Austin	Licensing
September 2015	Home Boarding updated conditions approval	Licensing	Cllr Sue Austin	Licensing
September 2015	Licensing Act Policy approval	Licensing	Cllr Sue Austin	Licensing
September 2015	Gambling Act Policy approval	Licensing	Cllr Sue Austin	Licensing

Summary of performance outputs for Licensing

Service Delivery Lead – Liz Knox

Details of performance outputs since October 2014

Performance measure –Maximise income from fees and charges	TARGET	ACTUAL
Review of fees and charges to be undertake	By end of March 2015	Not achieved *Variance
*Variance- It has not been possible to undertake this piece of work until the new licensing structure is in place. Now that consultation with staff and Unison has finished it is hoped that the licensing structure will be in place early in the next financial year. This piece of work will be undertaken in 2015/16.		

Performance measure - To approve applications for licensed premises within specified timescale	TARGET	ACTUAL
% of Hackney Carriage and Private Hire vehicle licenses issued within 24 hours	90%	97% *Variance +7% 76 new enquiries in total 1 overdue
% of Hackney Carriage and Private Hire vehicle licenses renewed within 48 hours	90%	96% *Variance +6% 240 – 2 overdue

% of Temporary event notices processed within statutory period	90%	97% *Variance +6% 270 – 4 overdue
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Performance measure- To carry out statutory programmed inspections of businesses to safeguard the health and wellbeing of residents, visitors and employees	TARGET	ACTUAL
Annual Inspection of licensed animal boarding establishments, dangerous wild animal establishments, dog breeding establishments, pet shop premises, riding establishments and zoo premises.	100%	100% 40

Performance measure- To provide education / advice and information to businesses and ensure compliance	TARGET	ACTUAL
Taxi License trade meeting	1	0 *Variance
*Variance- It has not been possible to undertake this piece of work until the new licensing structure is in place. Now that consultation with staff and unison has finished it is hoped that the licensing structure will be in place early in the next financial year. This piece of work will be undertaken in 2015/16.		

Performance measure- Trained staff and comprehensive understanding of service by Service Delivery champion		
% of Appraisals undertaken	100%	100%
Service awareness briefings for service Delivery Champion	100%	100%

Service Delivery Plan 2015/2016



Measuring Performance

Performance measure- Maximise income from fees and charges	Baseline (from previous year if applicable)	Target
To support the council's growth agenda and undertake a fees and charges review.		By March 2016

Performance measure- To approve applications for licensed premises within specified timescale	Baseline (from previous year if applicable)	Target
90% of new hackney carriage and private hire vehicle licenses to be processed within 24 hours.	97%	95% new
90% of renewal hackney carriage and private hire vehicle licenses to be processed within 48 hours.	96%	95%renewal
% of Temporary event notices processed within statutory period.	100%	100%
To maximise income to cover cost of the provision of the licensing service.		By March 2016
To Implement the taxi licensing deregulation measures for 3 year hackney carriage and private hire licences and 5 year private hire operator licences.		By Oct 2015
To undertake a review of existing street trading policies.		By March 2016

Performance measure- To carry out statutory programmed inspections of businesses to ensure the safety, well-being and protection of residents, visitors and employees	Baseline (from previous year if applicable)	Target
Annual Inspection of licensed animal boarding establishments, dangerous wild animal establishments, dog breeding establishments, pet shop premises, riding establishments and zoo premises	100%	100%

Performance measure- Trained staff and comprehensive understanding of the service by the Service Delivery Champion	Baseline (from previous year if applicable)	Target
% of Appraisals undertaken	100%	100%
Service awareness briefings for Service Delivery Champion	4	4

Performance measure- Offer advice and guidance on licensable activities	Baseline (from previous year if applicable)	Target
Taxi licensing trade meeting		1per year

Delivering the service

Performance measure- Maximise income from fees and charges	
Owner	Stewart Broome- Senior Licensing Officer.
Co owner(s)	Licensing Administration Officer, Licensing Officer (Enforcement).
Output/Outcome(s)	To support the council's growth agenda and undertake a fees and charges review
Links	Local Government (Miscellaneous Provisions) Act 1976, Part II. Council's Taxi & Private Hire Guide
Source of data	Current fees and charges
Frequency of reporting? E.g annually	Quarterly/Annually.
Who measures?	Senior Licensing Officer.
Please list processes briefly	<ul style="list-style-type: none"> • Licensing officer / admin assistant to conduct a full review of current fees against recognised guidelines • Members to confirm recommendations
Reporting timescale	Annual
What resources are needed to ensure success?	Sufficient staffing cover to make sure targets met.
Are there opportunities for cross-service working?	

Performance measure- To approve applications for licensed premises within specified timescale	
Owner	Stewart Broome- Senior Licensing Officer.
Co owner(s)	Licensing Administration Officer, Licensing Officer (Enforcement).
Output/Outcome(s)	95% of new hackney carriage and private hire vehicle licenses to be processed within 24 hours. 95% of renewal hackney carriage and private hire vehicle licenses to be processed within 48 hours.
Links	Local Government (Miscellaneous Provisions) Act 1976, Part II. Council's Taxi & Private Hire Guide.
Source of data	Vehicle license renewals: application form / supporting documents and information held on Uniform Caps system. New vehicle licenses: application form / supporting documents to be input on Uniform Caps system.
Frequency of reporting? E.g annually	Quarterly/Annually.
Who measures?	Senior Licensing Officer.
Please list processes briefly	<ul style="list-style-type: none"> • Licensing officer / admin assistant to meet with customer and copy supporting documents. • Details of vehicle and supporting information to be entered onto Uniform Caps system. • Vehicle license and plate to be manually processed and taken to Council reception with internal badge and door stickers (if required). • Customer to be advised by telephone to collect license and plate from Council offices.
Reporting timescale	Quarterly.
What resources are needed to ensure success?	Sufficient staffing cover to make sure targets met.
Are there opportunities for cross-service working?	

Performance measure- To approve applications for licensed premises within specified timescale	
Owner	Stewart Broome-Senior Licensing Officer
Co owner(s)	Licensing Administration Officer, Licensing Officer (Enforcement)
Output/Outcome(s)	100% of TENS to be processed within the statutory period
Links	Licensing Act 2003 Home Office Guidance issued by the Secretary of State under Section 182 of the Licensing Act 2003 ECDC Statement of Licensing Policy 12 October 2010
Source of data	Postal TENS On-line TENS
Frequency of reporting? e.g annually	Quarterly
Who measures?	Licensing Officer (Enforcement) Licensing Admin Assistant
Please list processes briefly	<ul style="list-style-type: none"> • Acknowledgement of receipt of valid TEN to be sent to applicant. • Applicant to be advised of any conditions added by police and/or Council's Environmental Services. • Notice to be served on applicant if police counter notice received. • Licensing Sub-Committee hearing to be convened. • Members decision to be advised to all parties.
Reporting timescale	Quarterly.
What resources are needed to ensure success?	Sufficient staffing cover to make sure targets met.
Are there opportunities for cross-service working?	

Performance measure- To approve applications for licensed premises within specified timescale	
Owner	Stewart Broome- Senior Licensing Officer
Co owner(s)	Licensing Administration Officer, Licensing Officer (Enforcement)
Output/Outcome(s)	To maximise income to cover cost of the provision of the licensing service
Links	Town Police Clause Act 1847 Local Government (Miscellaneous Provisions) Act 1976 Part II Animal Boarding Act 1963 Riding Establishment Act 1964 &1970 Breeding of Dogs Act 1973 &1991 Breeding of Dogs Welfare Act 1999 Pet Animals Act 1951 Dangerous Wild Animals Act 1976
Source of data	Uniform
Frequency of reporting? e.g annually	Annually
Who measures?	Senior Licensing officer
Please list processes briefly	<ul style="list-style-type: none"> • Calculate the time taken to process licence application • Work out officer time/cost • Review licence fees • Licensing committee to agree changes to fees and charges • Consult with the Trade
Reporting timescale	annually
What resources are needed to ensure success?	Staff time Ability to record staff time input to licensing process
Are there opportunities for cross-service working?	Work with Finance and Legal Services

Performance measure- To approve applications for licensed premises within specified timescale	
Owner	Stewart Broome- Senior Licensing Officer
Co owner(s)	Licensing Team
Output/Outcome(s)	To Implement the taxi licensing deregulation measures for 3 year hackney carriage and private hire licences and 5 year private hire operator licences by October 2015
Links	The Deregulation Act 2015
Source of data	Uniform
Frequency of reporting? E.g annually	Annually
Who measures?	Senior Licensing Officer
Please list processes briefly	<ul style="list-style-type: none"> • Calculate the time taken to process licence application • Work out officer time/cost • Review licence fees • Licensing committee to agree changes to fees and charges • Consult with the Trade
Reporting timescale	Annually
What resources are needed to ensure success?	Staff time
Are there opportunities for cross-service working?	Work with Finance and Legal Services

Performance measure- To approve applications for licensed premises within specified timescale	
Owner	Stewart Broome- Senior Licensing Officer
Co owner(s)	Licensing Team
Output/Outcome(s)	Increase opportunities for increased street trading within the district
Links	Local Government Miscellaneous Provisions Act 1982
Source of data	Existing policies
Frequency of reporting? e.g annually	Annually
Who measures?	Senior Licensing Officer
Please list processes briefly	<ul style="list-style-type: none"> • Look at existing policy. • Consider options available (licensed /consent streets). • Draft policy for consideration by Licensing Committee Members. • Consult with the public/trade. • Members to agree policy having regard to consultation. • Implement.
Reporting timescale	Annually
What resources are needed to ensure success?	Staff resources
Are there opportunities for cross-service working?	Work with Finance and Legal Services

Performance measure- To carry out statutory programmed inspections of businesses to ensure the safety, well-being and protection of residents, visitors and employees	
Owner	Stewart Broome- Senior Licensing Officer
Co owner(s)	Licensing Administration Officer, Licensing Officer (Enforcement)
Output/outcome(s)	Annual inspection of licensed animal boarding establishments, dangerous wild animal establishments, dog breeding establishments, pet shop premises, riding establishments and zoo premises.
Links	Animal Welfare Act 2006 Animal Boarding Establishment Act 1963 Breeding and Sale of Dogs Act 1973 & 1991 Breeding and Sale of Dogs (Welfare) Act 1999 Dangerous Wild Animals Act 1976 Pet Animals Act 1951 Riding Establishments Act 1964 & 1970 Zoo Licensing Act 1981 (as amended by the Zoo Licensing Act 1981 (Amendment) (England and Wales) Regulations 2002
Source of data	Uniform Caps
Frequency of reporting?	Annually
Who measures?	Senior Licensing Officer
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Premises inspected in accordance with Council licensing conditions. • Booking documents / stock lists / breeding records assessed and follow up inspections to be carried out as deemed necessary. • No further action to be taken if compliance achieved. • Improvement notices / premises closure or part premises closure if acceptable levels of compliance and/or health and safety compromised. • Report to RSPCA regarding animal welfare issues and/or prosecution for failure to comply with statutory legislation / regulations / Council licensing conditions
Reporting timescale	Annually
What resources are needed to ensure success?	Staffing resources Training
Are there opportunities for cross-service working?	

Performance measure- Offer advice and guidance on licensable activities	
Owner	Senior Licensing Officer
Co owner(s)	
Output/Outcome(s)	1 Taxi licensing trade meeting
Links	Local Government (Miscellaneous Provisions) Act 1976 Council's Taxi and Private Hire Guide
Source of data	Attendance data taken from the trade meeting
Frequency of reporting?	Annually
Who measures?	Senior Licensing Officer
Please list processes briefly	The trade meeting was established following a request from the taxi trade. This has fostered a better working relationship which provides the opportunity to reduce the need for enforcement and improves both the service to the trade and residents
Reporting timescale	Annually
What resources are needed to ensure success?	Council chamber assistance from Democratic Services to take notes of meeting
Are there opportunities for cross-service working?	Legal and Democratic Services

Performance measure- Trained staff and comprehensive understanding of the service by the Service Delivery Champion	
Owner	Liz Knox- Environmental Services Manager
Co owner(s)	Senior Licensing Officer
Output/outcome(s)	100% appraisal undertaken
Links	HR Policy and procedure Corporate priorities EH Service delivery plan
Source of data	performance against accountabilities, 1-1 carried out throughout the year
Frequency of reporting?	Annually
Who measures?	Liz Knox
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Time frame set by HR. • Line managers to book appraisal with staff. • Line manager to issue staff with paperwork to complete. • Paperwork to be completed by appraisee and returned to Line manager. • Appraisal undertaken and comments from line manager added accountabilities for next year agreed. • Completed documentation agreed by line manager and appraisee signed off. • Completed appraisal sent to HR.
Reporting timescale	Annually
What resources are needed to ensure success?	To undertake staff appraisals within time frame set by HR ensuring all staff complete documentation to enable feedback and sign off. Training needs to be identified and new accountabilities set.
Are there opportunities for cross-service working?	

Performance measure- Trained staff and comprehensive understanding of the service by the Service Delivery Champion	
Owner	Liz Knox- Environmental Services Manager
Co owner(s)	Licensing Team
Output/outcome(s)	To carry out 4 Service awareness briefings for Service Delivery Champion
Links	Service policies and procedures Service delivery Plans
Source of data	Notes of meetings, decisions made at Regulatory and support services committee, group meetings. Feedback from Members and CE
Frequency of reporting?	Annually
Who measures?	Liz Knox
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Identify Service Delivery Champion. • Service Delivery Champion to undertake induction in service area, meet with appropriate staff and agree expectations (from both sides). • Invite Service Delivery Champion to shadow the team if they wish. • Invite Service Delivery Champion to ES team meetings. • Include Service Delivery Champion in the distribution of quarterly performance reports. • To meet on a monthly basis
Reporting timescale	Annually
What resources are needed to ensure success?	Officer time
Are there opportunities for cross-service working?	

